



REPLY TO
ATTENTION OF

DEPARTMENT OF THE ARMY
KIRK U.S. ARMY HEALTH CLINIC
2501 OAKINGTON STREET
ABERDEEN PROVING GROUND, MARYLAND 21005-5131


MCXR-APG-ZA

10 May 2010

POLICY MEMORANDUM NUMBER 78

SUBJECT: Patient Tardiness for Appointments

1. **PURPOSE**: To establish a policy regarding patient tardiness for appointments at Kirk U.S. Army Health Clinic (KUSAHC) facilities.
2. **APPLICABILITY**: This memorandum is applicable to all KUSAHC clinics.
3. **POLICY**: Patients are late if they arrive 10 minutes after their scheduled appointment. Clinics may not simply refuse care but must provide options to the beneficiaries.
 - a. Options for late arrivals include rescheduling the appointment, waiting for a possible opening in the normal flow of patients scheduled for that day, or waiting to be seen after all other scheduled patients. Providers/clinic personnel are not required to stay after normal clinic hours (lunch or end of day) to accommodate a late patient.
 - b. The option(s) must be as accommodating as possible, realizing that we may not always be able to comply with the patient's wishes.
 - c. Clinic personnel will explain the options available to late patients. Staff must deal with the "late patient" in a positive, humanistic, considerate, and compassionate manner.
 - d. Clinics are not to post signs refusing care to patients who report late to their appointments.
4. **REFERENCES**: None.
5. The proponent for this policy memorandum is the Deputy Commander for Administration.


MARK A. IRELAND
LTC, MS
Commanding

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